

## **CHAPTER III**

### **RESEARCH METHODS**

This chapter presents some points. They are research design, subject of research, data and data sources, technique of data collection, technique of data verification, and technique of data analysis.

#### **A. Research Design**

This study is concerned to investigate students' listening anxiety in the instructional listening class. Regarding the research objective, this research uses descriptive method with a qualitative approach. According to Isaac and Michael (1981) descriptive research is conducted in a literal sense of describing situations or events. Besides, Karasar (2009) adds that descriptive research is used to describe a current situation that existed in the past or exists now in the way it is. Related with the theory above, psycholinguistic case is become the event of this research. The phenomenon was already emerged since the anxiety symptoms was found as the foreign language learning problems in the instructional listening class of the fifth English Education Department students in IAIN Tulungagung done by a researcher. Regarding to the psychological problems, this research investigated the causes of listening anxiety and strategies used by university students to minimize their listening anxiety as the research problems of this research. By using this research design, it was hoped that the researcher can describe two above research problems.

## **B. Subject of The Research**

To collect the data about the causes of listening anxiety and strategies used by students to minimize listening anxiety, in this case the researcher does study to the selected research subject. They are the students who already indicated anxiety in listening class.

In order to select the research subject, the researcher made some criteria that must be fulfilled by the selected students. The criteria can be seen as below:

1. The student has participated in instructional listening class.
2. They were English Education Department students.
3. They were indicated as the most anxious ones in listening class
4. They were male and female student.

According to those criteria, the researcher did observation and interview directly to the fifth semester English Education Department students in IAIN Tulungagung. Moreover, this semester students got Extensive listening class. The result of initial investigation found six students (3 males and 3 females) who experienced the most listening anxiety than others. They were considered as the anxious students because they stated some anxiety symptoms when participating in instructional listening class, such as panic, worry, fear, distress, startled, and confuse. Consequently, those six anxious students became the selected research subjects of this research.

Besides that in order to ensure data source triangulation, the researcher also interviewed the lecturer (informant) who taught the research subjects above and who knew the condition of the class. Based on the research subjects

and the informant, the data that dealing with the causes of listening anxiety and the strategies used by students to minimize their anxiety in instructional listening class could be collected.

## **C. Data and Data Sources**

### **1. Data**

Data defined as any information that needed to be answered based on the existing research problems and it has various forms in the field. According to Ary et al., (2010: 425), in qualitative research, the data are in the form of the people, objects, events, places, conversation, and so on. This present research concerned with the data in the form of words, utterances, statements, and conversations that contain the information about the causes of listening anxiety and the strategies used to minimize the anxiety in listening class that are stated by the selected research subjects.

### **2. Data Sources**

The data source is defined as sources from where data taken. According to Arikunto (2006: 118), the sources of data are subject where data obtained. Sources are determined based on the subjects that are possible to give the needed information to provide representative data. In qualitative research, there are three classified sources of data can be place, person, and paper. In this research, the researcher obtained the data through conducting online in-depth interview and observation through the video that contained learning process in instructional listening class

toward the sixth selected research subjects that are divided into 3 males and 3 females. Therefore, the data source of this research was categorized as person data source.

#### **D. Technique of Data Collection**

Collecting data is a very important stage in doing research. The researcher must consider the suitable research technique to collect the data. Therefore, technique of data collection stage uses the research instruments. Regarding with this research, the researcher used two techniques of data collection namely online in-depth interview and observation through video. Those techniques used by researcher to collect the data dealing with the causes of listening anxiety and the strategies employed by students to minimize their anxiety in listening class. Each data collecting technique was described as below.

##### **1. Online In-depth Interview**

After the researcher knew the anxiety symptoms experienced by the university students in listening class, it was very necessary to investigate the causes of listening anxiety and strategies to minimize the listening anxiety. There were several kinds of interview such as unstructured interview, structured interview, semi/partially structured interview, and in-depth interview. In this research, the researcher used in-depth interview through online media to get the perspectives of research subjects about the research focuses. Boyce and Neale (2006: 3) state that interview was defined as a qualitative research technique that involves conducting intensive individual

interviews with a small number of respondents to explore their perspectives on a particular idea, program, or situation.

Furthermore, the researcher interviewed the research subjects among others were the six anxious students and the informant that was listening lecturer. The online in-depth interview started since 8<sup>th</sup> May–6<sup>th</sup> of June 2020. The researcher made some questions based on blueprint (see appendix 1) that already validated by experts before. The blueprint was the basis theories to make interview guide. The interview guide consisted of some questions about causes of listening anxiety and strategies used to minimize anxiety experienced by students (see appendices 2 and 3).

The researcher conducted interview through the most feasible online media namely Direct Call. That was the most feasible way in this case to obtain the data from the research subjects and informants. The interview duration for each interviewee was 40 minutes or more until the researcher obtained the completed data. Moreover, to ensure whole interviewees' answers and to anticipate miss information in interpreting their answers, the researcher used a recorder to record the interview process. Then, the researcher made the interview transcript (see appendix 5).

## 2. Observation

After collecting the data information through the online in-depth interview, the researcher observed any relevant information dealing with the research problems. To help the researcher in collecting the data through observation, the researcher used video. This visual recorder contained the

teaching and learning process in instructional listening class that had been taken in October 17, 2019. In this stage, the researcher observed the physical movement or behavior of the students and the lecturer as informant. This research method was used by the researcher to clarify the result of the online in-depth interview that had done first. In short, it was used to find the triangulation of data techniques.

#### **E. Technique of Data Verification**

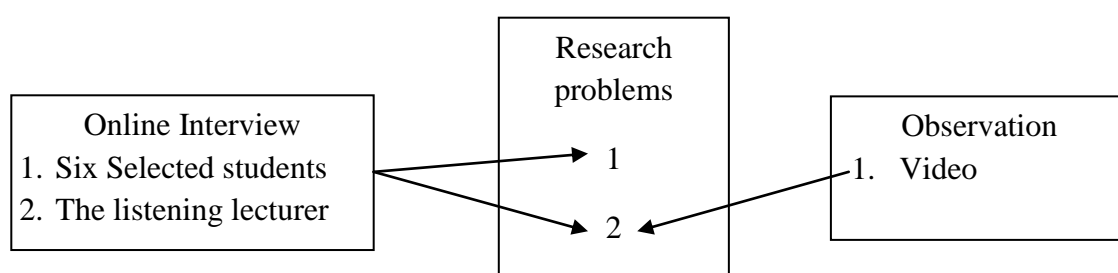
This point was conducted to check the trustworthiness of the data which commonly done by using triangulation. This technique was also conducted to reduce the researcher's opinion subjectively the data from the field. Therefore, to check the trustworthiness of the data, the researcher used triangulation. According to Ary et al (2010: 498-499) triangulation is the use of the multiple way sources of data, multiple observers, and/ or multiple methods, moreover this stage is done also to verify the credibility of the data. Patton (1999: 1193) adds that there are four kinds of triangulation contribute to verification and validation of qualitative analysis such as methods triangulation, triangulation of sources, analyst triangulation, and theory/perspective triangulation.

Concerning with the research, there were two kinds of triangulation used in this research to check the credibility of data finding, they were theoretical triangulation and methodological triangulation. First, theoretical triangulation used in this research to compare the data finding with the previous relevant theories. The result revealed that all of the findings in this

research were verified by the previous theories both dealing with causes of anxiety and strategies in order to minimize it. In line with the statement above, Patton (1999: 1193) strengthens that theory/perspective triangulation uses multiple perspectives or theories to interpret the data.

Second, the researcher employed methodological triangulation. This type of triangulation is used in checking out the consistency of findings generated by different data collection methods (Patton, 1999: 1193). Dealing with this research, the researcher used two different techniques in collecting data such as the online in-depth interview and observation. In this case, the researcher interviewed six selected students as research subjects and their listening lecturer as informant. Then, it was continued by doing observation through the video. Furthermore, those techniques were designed to investigate the causes of listening anxiety and the strategies to minimize the listening anxiety. Shortly, the process of data verification was figured as below;

**Figure 3.1: Process of data verification**



The above figure showed the way the research problems answered. The data of the research problem number 1 about the causes of listening anxiety experienced by the students in the instructional listening class was collected by one single technique that was the online in-depth interview. It

meant that methodologically the data of the first research problem was not triangulated.

Meanwhile, the data of the research problem number 2 dealing with the strategies employed by the students to minimize listening anxiety in instructional listening class was collected by using two different techniques. First, the researcher conducted the online in-depth interview to the six selected students (research subjects) and their listening lecturer (informant). Then, the data of the second research problem were also verified with doing observation through video.

#### **F. Technique of Data Analysis**

After the data collected through the online in-depth interview and observing through the video, then the collected data were analyzed in three steps, (1) data reduction, (2) data display, and (3) conclusion drawing/verification based on Miles and Huberman (1992: 10). Each step was elaborated as below:

##### **1. Data reduction**

This step done by fulfilling the process of selecting, focusing, simplifying, abstracting, and transforming the data appeared in interview transcription and the result of video observation. In this research, this step was carried out by selecting the relevant statements from six selected subjects found in the interview and observation through video. Then, the researcher implemented several codes to the statements of research subjects containing reasons of being anxious



and strategies to cope with the anxiety also observing through video.

The codes can be seen as below:

**Table 3.1: Data coding**

<b>Codes</b>	<b>Information</b>	<b>Codes</b>	<b>Information</b>
C	Cause of anxiety	M2	Male student 2
Ss	Student's strategy	M3	Male student 3
F1	Female student 1	I	Interview
F2	Female student 2	O	Observation
F3	Female student 3	R	Researcher
M1	Male student 1	S	Student

## 2. Data display

Data display defined as an organized, compressed assembly of information that permits conclusion drawing and action. The process of this point is to simplify the data in the form of words, sentence, narrative, table, and graphic in order to the researcher masters in the data collected as the basic of taking appropriate conclusion. In this research, the researcher presented the original data as the result from both online in-depth interview transcription (see appendix 5) and the result of video observation (see appendix 4). From the result of interview, there were several data in form of quotation stated by the research subjects using Indonesia language. Hence, the researcher translated them into English. Translating the original data was done to ease comprehension to the data finding. So, for some data there were original statements from the research subjects and the translated ones.

## 3. Conclusion drawing/Verification

Conclusion is the last procedure of analyzing the research data. Since the beginning of the research, the researcher made temporary

conclusion. Furthermore, later it must be final conclusion. Making conclusion is the process of drawing the content of data collected in the form of good statements. In this research, the researcher made temporary conclusion for each finding concerning to the data of research problems both causes of anxiety and strategies to minimize anxiety in listening class. Meanwhile, verification means testing the provisional conclusion for the data validity. In this research, the previous temporary conclusion became the final conclusion because the conclusion has been supported by several sufficient data in the field. The research obtained final and perfect conclusion as the answer of research problems.